

# VIVAbility

UNIQUE CREATIVE FLEXIBLE CHOICES

**ANNUAL REPORT 2017/18**



# Table of Contents

From the Chairperson <b>Andrew Bird</b>	2
From the Chief Executive Officer <b>Nicholas Packham</b>	3
From the Chief Financial Officer <b>David Latham</b>	4
From the Human Resources Manager <b>Gráinne Tiernan</b>	5-6
From the Work Health and Safety Chairperson <b>Jane Sisley</b>	7
From the Accommodation Manager <b>Aishling Gilroy</b>	10-11
From the Community Access Manager <b>Ruth Thurtell</b>	12-13
From the Respite Manager <b>Matthew Ferry</b>	14-15
From the Recreation Manager <b>Blake Aubin</b>	16
From the Clinical Services Manager <b>Kevin Walker</b>	18-19
From the Behaviour Support Specialist <b>Rebecca Sams</b>	20



## From the Chairperson Andrew Bird



It is my pleasure to provide the final report for Vivability Inc. for two thousand and eighteen. This year has seen the organisation transition from an association governed by the Associations Incorporation Act (NSW) to becoming a company limited by guarantee under the Commonwealth Corporations Act.

The organisation has seen significant growth since the introduction of the National Disability Insurance Scheme, which has been the main catalyst for the change in our legal structure. All previous members of the committee have agreed to become the founding Directors of the new company and many of the founding members of the company were also members of the association.

We have adopted a new constitution as part of the transition process which has been a great opportunity to review our governance practices and confirm the objects of the organisation. The constitution now includes the following as our object:

“The company’s object is to support people living with disability to live a full life by providing high quality personalised services that inspire people to reach their goals and enable them to live with dignity.”

The Directors believe that the object in the constitution provides a broad-based foundation from which all facets of the organisation can be based and one from which all services we deliver to our clients can be focussed.

Vivability continues to be a significant employer in the local economy, now employing approximately 130 people. The Directors appreciate that we can only provide such high quality and ethical services to our clients if our employees are appropriately trained and for this reason we have made significant investment in additional training and up-skilling of our staff. This staff development is intended to continue into the future to ensure the quality of the services we offer is maintained.

Through prudent management from senior staff and strategic growth in recent years we have been able to increase the company’s retained earnings which will enable us to continue with our planned staff development and has moved us into a sound financial position.

None of our successes would be possible without the dedication, professionalism and hard work of all of our employees and I would like to thank them all for their efforts during 2018.

Thanks must also go to my fellow Directors for all that they have contributed to the success of the organisation over the last year. It has been a year of growth and change (and a lot of policy work!) so thank you all for your contributions over the last year.

**We have adopted a new constitution as part of the transition process which has been a great opportunity to review our governance practices and confirm the objects of the organisation.**



## From the Chief Executive Officer Nicholas Packham



This year has been marked by significant change within the disability sector with the full roll-out of the National Disability Insurance Scheme (NDIS) across Australia. In response, Vivability has focused on assisting clients to transition to the NDIS while ensuring that plans meet the needs of our individual clients and their families. In this sense Advocacy has been at the forefront of our work, particularly for myself and the business stream managers.

The NDIS has provided a great opportunity for our clients to explore a variety of services that they previously may not have had access to. Vivability is committed to ensuring that we are seen as a genuine resource for the community to access specialist services.

In January this year we began to offer Behavioural Support Services which, along with therapy, forms part of our Clinical Services offering. We were fortunate to employ two Behaviour Support Specialists with a combined experience in excess of 35 years in providing behavioural services to people with disabilities. A Consultant Psychologist was also employed to provide an additional layer of clinical expertise to the organisation. The creation of these positions has had a positive effect on Vivability's capacity to support people with complex needs.

Staff training and development have been major goals for Vivability this year, which have been aimed at genuine career development and capacity building of our workforce. This year Vivability announced that we would make available 10 places for our staff to complete a Certificate IV in Disability Services through TAFE NSW. In addition to this, targeted training in areas including diabetes management, challenging behaviour, autism and sensory needs has been sourced to ensure that our staff are equipped to provide the best services to our clients.

The Access program now incorporates SLES (School Leavers Employment Support). Our unique Access program has been developed around units of competency that measure real workplace skill development and builds on our clients' confidence in the workplace. This program has already achieved some great results with several of our clients achieving paid work placements. Vivability is committed to developing employment opportunities with further plans to expand on these opportunities in the new year.

Our Respite program has increased its scope to include a drop-in support program, which is designed to support those living in their own homes. This initiative was in response to the demand in the community for this service,

which can be funded by the NDIS. An increase in the demand for planned respite has led to an expansion of our facilities to now include two respite houses, giving us greater capacity to meet individual requests.

Recreation services have expanded this year with the establishment of "Evergreen," a day and recreation program for people over 45 years of age. The NDIS has enabled people to opt-in for both group and individual recreation programs, which provide our clients with the opportunity to explore their recreational choices. Our programs encourage active and healthy lifestyles inclusion in existing sporting and social groups.

Demand for supported accommodation has been a feature of the role out of the NDIS. This has been partially due to the large numbers of people who have been waiting for accommodation placements under the former NSW State service provision model along with the expectation that all people at some point want a level of independence in regard to their accommodation. Vivability has responded to this demand with our Accommodation Services increasing to 11 group homes. In addition to this we are currently planning to build a fully accessible group home which is likely to be available in May 2019.

This year we have conducted an extensive review of our policies and procedures which align to the requirements of the newly established NDIS Quality and Safeguards Commission. The Commission is an independent body which has a focus on improving the quality and safety of NDIS supports and services. I believe that the work that we have done in this area significantly improves the quality and transparency of our services.

I would like to thank the members of the management committee who continue to ensure steady governance for Vivability's operations and strategic development. Their commitment to the organisation and its vision is unwavering and serves as a great support to me.

Thank you to our staff for their continued commitment and enthusiasm in their work with our clients. They ensure that our services are delivered with a person-centred focus in innovative and flexible ways, where the dignity and wellbeing of our clients is their highest priority.

Thank you to our clients and their families for their continued support for Vivability during the last 12 months, we look forward to continuing to work with you to assist you to achieve your goals.

## From the Chief Financial Officer David Latham



2018 was a year of enormous change. It was the year during which the transition to full operation under the National Disability Insurance Scheme (NDIS) took place. This entailed a complete change to the source of Vivability's income from a model of grant funding from a government agency to a model of fee for service, in-line with the fixed rates offered under the NDIS.

In the previous year a lot of work was done to prepare for the new financial processes that were required to operate under the NDIS. These new processes are now operating to enable critical functions such as invoicing to take place and ensure that payments are received for services performed in a timely manner. This will continue to provide challenges in the current year in terms of streamlining such processes to improve efficiency in the future.

Vivability again achieved growth in terms of income received and services provided during the 2018 financial year with total income increasing by approximately 27% relative to the previous financial year. This is similar to the level of growth that was achieved in the previous financial year and means that the revenue of the organisation has grown by more than 50% over the past two years.

Within the disability sector many organisations are struggling to provide services to their clients within the constraints of the fixed price NDIS model. Data suggests that a lot of organisations within the sector are struggling to operate profitably in the new environment. In this context it can be seen that the financial performance of Vivability has been very strong over the last couple of years.

As in the previous year, the growth that Vivability has achieved has allowed the organisation to build its financial reserves. It can confidently move forward knowing that it is in a sound financial position and well placed to continue to expand its service offerings.

**In the previous year a lot of work was done to prepare for the new financial processes that were required to operate under the NDIS.**



## From the Human Resources Manager Gráinne Tiernan



2017/2018 has been a very positive period for our organisation. There has been a high demand for our services resulting in an increase in the number of clients and therefore increased need for staff to meet the new service demand. Staff numbers have risen by 20% this period and we currently have 123 employees in Vivability.

Vivability's transition from an incorporated association to a company limited by guarantee further shows the positive growth within our organisation.

### Staff Training & Development

All levels of staff have been given many opportunities to improve on their knowledge and skills. A number of managers, Behavioural Support staff and office-based staff have attended various external training days and conferences, mostly run by the Australian Federation of Employers & Industries (AFEI). The feedback from employees has been very positive. Vivability has also provided in-house training to management, practice leaders and team leaders in the form of webinars - again delivered by the AFEI.

We have applied for funding from Training Services NSW and should this be granted, 10 office-based staff, including all managers, will sit 4 accredited units of Certificate IV in Work Health & Safety.

Fifteen support workers are due to receive Mental Health First Aid Training in October. This will be offered by TAFE NSW in their Bathurst Campus. This course will teach our support workers how to assist other adults who are experiencing a mental health crisis or developing a mental health problem.

In addition to this, Vivability are providing 10 staff, mainly support workers, with the opportunity to gain a Certificate IV in Community Services. The course is due to commence in the near future and will be delivered by TAFE Bathurst. We are delighted by the positive response we have received from support workers in relation to the provision of this training.

### Technology/Software

This period has seen the introduction of new technology and software programs. The addition of a 'smart board' to the conference room has many benefits including an enhanced learning experience. These new devices are interactive and environmentally friendly, reducing the need for printing and photocopying.

Vivability has purchased a card printing machine for our office in 16 William Street. This machine allows us to easily print individual employee cards for each member of staff. Each card contains the employee's name, photo, identification number and role within the organisation.

We have just begun using 'Zipmin'. This cloud-based software has been designed to safely record, store and manage all meeting agendas, notes and actions.

### Staff Wellbeing

Having assessed our office ergonomics, Vivability has purchased 3 sit/stand desks for our head quarters at 16 William Street. A sit/stand desk is one that allows the user to alternate between sitting and standing through the adjustment of the height of the desk.

### Workers Compensation

I am pleased to advise that currently there are no long-term workers compensation claims lodged with our insurer and no official workers comp claims have been recorded.

### New Policy

This period has seen Vivability review and amend existing policies including Employee Code of Conduct, Equal Opportunity Employment, Discrimination, Harassment & Bullying policy and Privacy Policy. All policies must be approved by the Board of Directors.

### Recruitment

There has been an emphasis on recruitment this year as there was a need to support workers across all business streams. We have found social media, namely the Vivability Facebook page, to be a successful tool in advertising job opportunities. We have also advertised through online job sites and local newspapers. In addition to this, Vivability was an exhibitor at the Bathurst Jobs expo in August. This event had approx. 2500 attendees and our stand gained a lot of interest from job seekers.

Vivability has received applications from individuals of varying backgrounds. This is pleasing as it shows that a career in our organisation appeals to a wide range of people, not just a small section of job seekers.

Recently we have welcomed a Behaviour Support Specialist, a Behaviour Support Practitioner and a Supports Coordinator to the Vivability team.

## From the Human Resources Manager – Continued Gráinne Tiernan

### Internal Opportunities

Currently we roster approx. 1200 shifts a fortnight. As our organisation has grown, we have found the need to increase the number of administration roles and these have been filled internally. This internal movement shows that there is a lot of opportunity within our organisation for staff to grow and move into other areas should they want to.

### Supervision & Team Meetings

All staff receive supervision by their managers on a regular basis, ideally every 6 weeks. In addition to this, relevant business streams hold regular team meetings. This helps to ensure that any issues or queries are dealt with effectively and staff receive as much support as possible, resulting in a high level of client care.

### Future Growth

Partly due to the roll out of the NDIS, we envisage further increase in the demand for services across all of our business streams. We are positive that our Business Streams and organisation as a whole will continue to provide high quality care, support and activities to clients and will develop new programs based on individual clients' strengths.

Vivability are working alongside Kenwood Homes to build a purpose-built group home for use by our Accommodation Services clients. This purpose-built house has been carefully designed to accommodate clients with all levels of mobility will be fully wheelchair accessible.

**Vivability's transition from an incorporated association to a company limited by guarantee further shows the positive growth within our organisation.**



# From the Work Health and Safety Chairperson Jane Sisley



2018 saw a number of initiatives in the area of Work Health and Safety (WHS) with two Behavioural Support Specialists being engaged and a new WHS officer role incorporated into the newly created human resource officer's position. The focus as always is on continual improvement and to this end training in WHS related areas has increased with Management of Actual or Potential Aggression (MAPPA) training being rolled out across the organisation by a Behavioural Support Specialist and Implementing Safe Systems of Work training undertaken by two staff members.

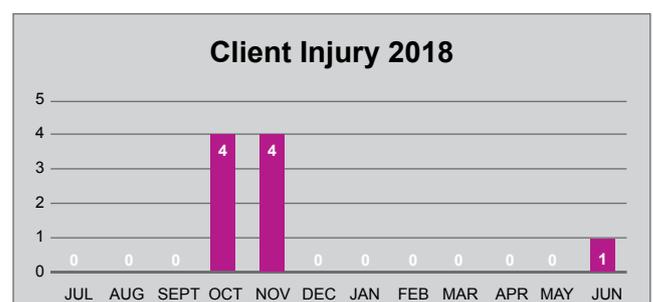
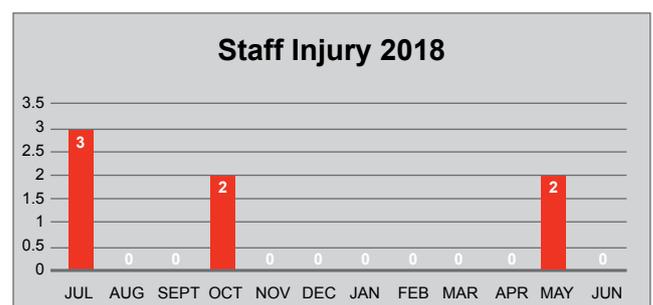
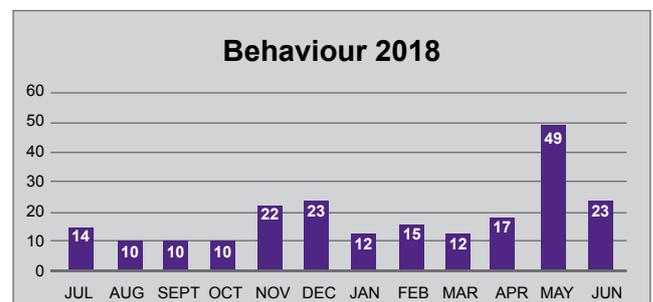
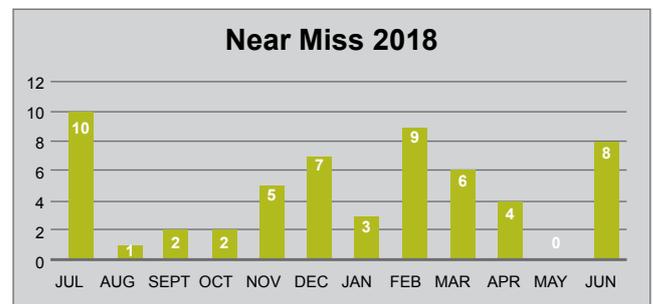
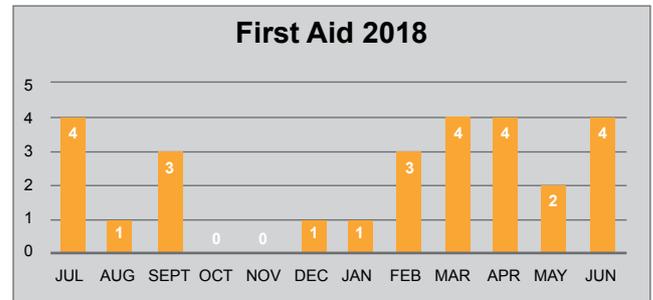
The WHS Committee has been restructured with all managers now playing an active role on the Committee in conjunction with their WHS roles within their own business streams. The Committee will undertake accredited WHS training through TAFE NSW in the near future.

While profit has increased 44.78% this financial year it is pleasing to note WHS incidents have not followed suit. Behavioural incidents increased 13.82%, incidents requiring first aid increased 11.11% while incidents in all other areas decreased by an average of 26% resulting in an overall increase in incidents of only 2.2%. This is especially pleasing given the number of new recruits and new clients that joined our team this year. A good WHS practice overview is given to new staff at each induction.

Staff injuries for the financial year have decreased by 36.36% and it is again most pleasing to note we currently have no long-term Worker's Compensation claims lodged with our insurer. The majority of staff injuries were minor requiring minimal first aid. Staff issues relate predominately to minor motor vehicle incidents with strategies being developed to lessen these occurrences.

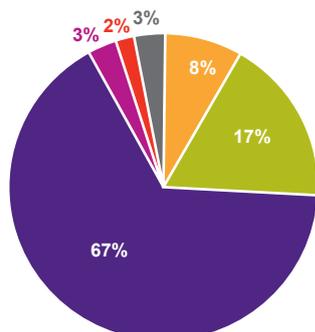
We have transitioned from a paper-based incident reporting mechanism to a cloud client management system capturing the reporting of incidents in a more timely and accurate manner. The system has the capacity to report trends in client related incidents assisting our behavioural support specialists to assess and develop appropriate strategies for individual clients.

The WHS Committee is again looking forward to a new financial year and with the appointment of a specific WHS role within the organisation will assist in the development of more efficient and streamlined WHS practices.



## 2018 Fin Year

- 1st Aid
- Near Miss
- Behaviour
- Client Injury
- Staff Injury
- Staff Injury







Our Programs

VIVA

## From the Accommodation Manager **Aishling Gilroy**



Accommodation Services has seen continuous growth throughout 2018 with the development of four new group homes. We have also had new residents occupy vacancies within our existing houses. The significant growth over the past twelve months has given us the opportunity to look at our overall processes and work towards improved systems. While we expect further growth, our goal is always to maintain high quality, flexible and relevant accommodation to our residents.

The introduction of the NDIS to Bathurst has brought enormous change to Vivability and all service providers in the central west and across the state. It has given us an opportunity to liaise with other service providers, working together to best support our clients. The NDIS has supported many families to access supported independent living who previously had no access to these supports. We have seen our residents receive more therapy supports and more access to one to one support to accommodate individual interests. Overall the introduction of the NDIS to Bathurst has been a positive one. However, it has not been all smooth sailing. The processing time for supported independent living is lengthy and some are not getting adequate funding to meet their needs. The assessments required to provide evidence of the supports required are profound and at times incomprehensible. There are inadequate services in the central west to keep up with the demand for assessment and therapy services, leaving a significant wait for families. Assessments are costly and not always covered in the participants NDIS plan.

Fortunately for Vivability the introduction of the NDIS, combined with the growth overall across the organisation in 2018, has given us the opportunity to employ our own behaviour support team. The expert advice from our Behaviour Support Specialist and Behaviour Support Practitioner has brought significant value to Accommodation Services. Assessments required for the NDIA are available to potential clients with minimal wait time and our residents now have quick and easy access to Behaviour Support Specialists when required. Our staff has benefitted from specific, targeted training and guidance, with feedback from staff being very positive as

they now feel supported and more equipped to assist their clients with the tools provided by this specialist team.

A large factor in the success and upskilling of staff this year has come from some of the improvements made within the administration and operations of Accommodation Services. A contributor to this has been the change in rostering staff. Previously all business streams had access to all staff; however, we have now allocated pools of staff to work in specific areas within accommodation, thus staff are now experts in their own area. This approach has enabled us to have regular team meetings in smaller groups, promoting open discussion and continual improvement. We have significantly increased training from the level seen in previous years, facilitating a higher degree of care to our clients. We have been able to make changes to the way we manage our accommodation houses, taking into consideration the level of support and management required in each house, on an individual basis. We have introduced three House Manager positions, one of which was later upgraded to a Practice Leader, as demand grew. These positions have been the key to Vivability providing exemplary care to our residents and quality support to our staff.

We have registered as a Specialist Disability Accommodation (SDA) provider which will allow us to provide accommodation for people requiring specialist housing solutions, including assistance with the delivery of supports that cater for extreme functional impairment or very high support needs. This registration provides a new and exciting opportunity for Vivability and has facilitated the building of a purpose-built house to meet the needs of Bathurst residents requiring this high level of support.

A major achievement across all our houses this year has been the increase in our residents accessing mainstream services. One resident was warmly welcomed when she participated in a local AFL team, training twice a week and playing midfield at an away game in Dubbo. Another resident with autism made us all proud when he had his bloods taken at his local medical centre for the first time since he was a young child. His calm temperament and ability to sit in the chair, unphased by the nurse as



she drew blood from his arm, was a testament to his dedicated team and the support he has received in the last 12 months. A number of our residents have sourced paid employment this year, with assistance from their Practice Leaders and support staff. This year we have had more supported holidays and trips away than ever, with residents travelling to the Gold coast, Brisbane, Central Coast, Dubbo and other locations around NSW.

The Accommodation team has been working hard to assist the transition of young people out of nursing homes. We understand that there are many young people who have found themselves in nursing homes because they haven't

had access to appropriate accommodation. We have been working with these young people, their families and Support Coordinators to provide relevant accommodation with the supports in place to regain independence. This will be a project we will continue to work on and something Vivability is very passionate about. At Vivability we are still very focused on our mission. Our team is driven by the desire to provide high quality care. We want our residents to have flexibility and choice in their lives. We want to support people in an environment that is relevant and appropriate to their needs and we will continue to do so in 2019 and into the future.

**A major achievement across all our houses this year has been the increase in our residents accessing mainstream services.**



## From the Community Access Manager Ruth Thurtell



Our Community Access area formerly known as community participation has grown exponentially this year with many new faces accessing our ever-expanding menu of services. We are providing forty clients with service each week, have provided over 18,000 staffed hours to our clients this financial year in both individual and group programs. The growth is shown in the 124 shifts rostered this time last year against the 221 shifts currently being rostered per fortnight. Our focus this year has been continuous improvement and creating a shared vision of meaningful community participation for people with a disability. Our range of services have been developed to meet customer demands and support them to their full potential. Vivability offer tailored supports to work toward individual goals, we use a person-centred discovery model to establish and keep our programming relevant to the person.

Our Community Access team is dedicated to the delivery of quality programs that support physical, emotional and intellectual development and offer our clients encounters within their community that encourage confidence and a sense of purpose. Vivability is creating relationships and networks within the community, advocating for a fundamental shift in public attitude and values that promote participation for people with a disability, believing that the community as a whole benefits from inclusiveness. I would like to acknowledge and thank our wider community for their support, including the generous grant we have received from Family First Bank for the \$1500 grant to go towards our new sensory room.

Vivability's Community Access programs are offering people experiences and capacity-building in a fun, engaging and immersive environment, both in the community and in our purpose-built facilities. Our staff is trained in active support methods that develop increased independence, reduce reliance on informal supports, promote a sense of achievement and promote lifelong learning. Our weekly client meetings are designed to celebrate the input and feedback from our clients as well encourage people to self-advocate and learn about the service standards they can expect from our organisation. Our goal is for our clients to determine their own outcome, have opportunities for valuable contribution, gain a sense of achievement, follow their passions, abilities and values.

This year we have added Employment Supports to our services. Vivability now offers a proven program that achieves real and long-lasting vocational results for people with a disability. Vivability endeavours to influence the outcomes for people with a disability to have meaningful economic engagement, having developed a competency-based program aimed at preparing for employment. The predicted growth in this area is substantial as many school leavers will be funded for Employment Supports for two years when transitioning from school. Client intake over the last 6 months has been largely employment-based. We are proud to say that we have facilitated great outcomes for our school leavers this past 6 months with numerous people meeting their goals in a short amount of time including open employment, work and volunteer placements as well as gaining skills, resilience and confidence. Volunteering is a pathway to employment as well as being a great way to get involved in the local community, increase encounters and friendships.

We provide our clients with opportunities for social interaction, community involvement and vocational choices. Vivability's menu of service for Community Access includes both individual and group supports for social and community participation, complex care, centre-based care, capacity-building, finding and keeping a job, SLES program, skill development, therapy support, vocational training and work placements that meet individual needs and wants of the person. Our behavioural intervention team provide plans and ongoing training to our staff fortifying consistent behaviour intervention and calming strategies for clients. We facilitate clients to be active members in their community and decision makers in their own lives.

New cloud-based rostering, reporting and meeting digital data collection has resulted in a reduction in paper-based administration so Viva is becoming more ecofriendly. Opportunities in training and development have been offered to our management team this year which has greatly enriched our services, with training from The Persuader, AFEI, along with attendance at NDS conferences all building confidence in decision-making and actions needed to be made on a daily basis.



Regular supervision of staff is supporting a robust and mutually beneficial constructive way of allowing feedback from staff and allowing input into our continuous improvements. I am thankful to our dedicated staff who have excelled in service delivery, the flexibility they have provided and taken all the changes to the sector in their stride, especially converting to all the cloud-based systems.

I am pleased to announce the addition of a team leader to our service stream this position will support our delivery of quality supports to our clients further. Our valued practice leader Jami will be on maternity leave early next year and we congratulate her and wish her well. Over the next year we would like to inject some more community-minded activities so that Vivability and its clientele can give back to our community members in need.

Our clients will have access to a well-designed sensory room that will cater to varying sensory needs and aversions. We will continue to source host employers, training providers and opportunities for open employment and inform the community that research shows workers with a disability have lower absenteeism, lower turnover, lower incidents of workplace injury. Our Support staff will have further training options in this next year. We will be capturing the attention of school leavers early to ensure a smooth transition. We will continue our continuous improvements and ongoingly support our clients and families to the best of our abilities. We are proud of the many achievements made this year and look forward to delivery of many more great outcomes next year.

**Regular supervision of staff is supporting a robust and mutually beneficial constructive way of allowing feedback from staff and allowing input into our continuous improvements.**



## From the Respite Manager **Matthew Ferry**



### **Introduction and Summary of Service**

Vivability had its beginnings in Respite services over 30 years ago, known then as Bathurst Interchange. Our continuing commitment to providing quality, professional and flexible respite options for people with a disability, their carers and families is something we take pride in doing well, and have for many years. We are always working on continuous improvement and have welcomed the challenges of a changing model of processes and structures through the NDIS – a system which was put in place with the intention of providing people with a disability with more options and the support to attain a higher level of independence and access to the community. Respite and Drop-in Support services are designed to meet the unique needs of Individuals and are delivered using a person-centred approach. Our services include individual and small group support, community access and overnight care including in-home and centre-based options at two venues in Bathurst that are close to the local community, along with the addition of our Drop-in Support options within people's own homes. We have seen a lot of interest and demand for Drop-in Support Services and this would be our highest growth area.

### **Achievements & Goals**

We have welcomed a new full-time Practice Leader within Respite Services, which has brought a new set of skills and experience and allowed us to focus even further on staff supervision, training and building teams of people to ensure clients get the quality and consistency of care that you would expect from a quality organisation. For individuals in our care we continue to provide the opportunity to access new experiences through events and activities within the local and surrounding communities, and further afoot meeting those longer-term goals like a special holiday. Our broader goals are to support families in maintaining a desired quality of life by pursuing interests and maintaining relationships beyond their caring role. The Vivability Respite Services team has built a good rapport and level of trust with families we continue to support and new families who have come to us. We continue to support, encourage and build confidence for Individuals to enhance their skills within the community. Our range of respite services promote independence and social settings to enhance friendships within our local community.



The Life Skills and Development Program has given Vivability clients the opportunity to develop their independent living skills while in engaging in a social respite setting. We provide a safe environment for our participants to achieve individual personal goals with autonomy. The Life Skills and Development Program has a strong focus on providing a unique and individualized experience within a small social group and values maintaining participant friendships. It is very rewarding to see our clients excited about respite with their friends and while socializing outside of their regular routines.

### **Emergency Support, Life Skills and Social Support**

Respite has continued to be approached by Community Services, Commonwealth Respite & Care Link Centre and other agencies to provide emergency care support to many of our families in the Bathurst area. The support to our families has been essential in maintaining family placements. Vivability Respite Services continues to work closely with organisations and families to provide regular on-going planned respite with the introduction of a Life Skills program where friendships that have developed within programs here at Vivability, at school or other community settings can grow and flourish, while Learning Independence with daily living skills. This has been organised to foster independent relationships outside of the normal weekly family and other programs, minimise emergency situations and family breakdowns, and being small group extended periods of times, allows support for families to achieve life goals. We are receiving some great feedback around these weekends/ days of small social groups, with families wanting to continue to plan in advance for the months ahead.

### **Person-centred Planning**

Vivability continues to promote and encourage person centred planning among our service participants. Our staff has spent time with clients and families completing person-centred plans, which have been a useful tool to better understand and plan ahead for the needs, desires and goals for our clients while in respite care. This planning ensures an enjoyable experience for all, with the knowledge that our clients' needs, and goals are being met.

### **Advocacy & Community Networking**

Vivability continues to advocate on behalf of families and carers whose needs may change throughout the year and require further support. We advocate on behalf of our families and clients by listening to their goals and needs. This work also sees us approaching funding bodies and other organisations for additional resources to support families. Vivability prides itself in maintaining strong professional ties and relationships with external services providers. Given the flexibility that the NDIS provides people in accessing very specific support, it is important that we continue to advocate for people to foster and maintain productive and professional relationships with other community organisations. Over the last 12 months our advocacy and community networking has seen us working a wide range of organisations, including but not limited to, the following:

- The Commonwealth Carers Respite Centre
- Glenray Industries
- Accessible Living Options
- Community Services - Bathurst/Lithgow/Wagga
- Daffodil Cottage Bathurst
- Veritas House Bathurst
- Benevolent Society Bathurst/Lithgow/Wagga
- Marathon Health Dubbo
- Wattle Tree House Bathurst

Our work in advocacy and community networking affords us a valuable opportunity to extend our appreciation to other service providers, without whose support we would be unable to provide our current expansive range of services.

### **Forecasting and Goals**

One of our ongoing goals as we move forward is to continue to offer and provide a model of respite which alleviates the stress and anxiety associated with last minute emergency care by offering more choice further in advance. With the interest and rapid growth of our Drop-in Support services and the introduction of our Life Skills respite options, we have extended on the goal of a children's respite house to providing alternate adults and children's weekends. The addition of another respite house has given us the scope to provide even more flexibility for families who access our service.

### **Statistical Data**

Together Respite and Drop-in Support services provided 10,825 hours of support and assistance to our clients for this financial year.

## From the Recreation Manager **Blake Aubin**



Over the past 12 months at Vivability we have successfully moved into the new era of the NDIS. Recreation has also had some significant changes which has really allowed the area to have some substantial growth.

From September 2017 to September 2018, Recreation has scheduled a total 9549 hours of care, averaging just over 183 hours of care per week. Since January 2018, Recreation has also had a 17% increase in total number of clients who attend our Recreation groups - which is a credit to our staff who aim to keep the programs fresh, fun and suitable for everyone to enjoy.

One of Recreation's biggest additions over the past year was the establishment of a new group for senior clients, "Evergreen." The Evergreen group aims to provide activities in a relaxed environment and at a pace in which our elder clients can relish and enjoy. The program involves a wide range of scheduled activities to suit everyone's individual interests and needs. These activities include cooking, shopping, socialising and community outings, along with a variety of different activities provided throughout the week.

Another recent addition to Recreation has been our specialised driver training service, further broadening the range of specialised services we offer at Vivability. This particular new service gives our clients more opportunities to establish independence and achieve their life long goals of obtaining a licence. Vivability has contracted a highly qualified driving instructor with over 20 years' experience to provide quality driving lessons to give our clients the best possible chance at getting their driver's licence.

These additions to Recreation have been very positively received and we have been able to continue consolidating client numbers and gain some fantastic growth on our other groups, particularly the Friday and weekend groups.

Our Friday night groups include a teens group and over 18s group, both of which have been extremely popular and grown substantially over the past 12 months. These groups allow for our clients to have positive social experiences and to be a part of the community on a Friday night whether it be dining out or being involved in desired activities.

Recreation is still providing a quality after-school program for 5 – 18 years old. We have one group on Mondays and Tuesdays and 2 groups which run on Wednesdays and Thursdays. Numbers are stable on these groups and they have proven to be a good feeder for other services at Vivability.

Our Lithgow-based holiday program and Saturday program enjoy a stable number of clients each week and we receive some great feedback from the carers/parents associated with these two programs. We will be continuing with these two Lithgow programs heading into 2019 and we are investigating opportunities for growth in Lithgow and expanding our services there.

Our weekend adult groups have been forever popular and are a real drawcard within our Recreation services for adults. We have a daytime Saturday group and an evening Saturday group. Both groups are almost at capacity and the socialising aspect is a top feature. The groups attend a day trip once per term which often involves travelling out of town to a destination. In the previous term, the Saturday evening group attended an NRL match in Penrith whilst the daytime group attended a Jenolan Caves tour.

Heading into 2019 we will continue to aim provide a high-quality service in Recreation and to offer fresh, fun and social programs for all our clients. At Vivability we are all excited for what 2019 and the future holds.

**The program involves a wide range of scheduled activities to suit everyone's individual interests and needs.**



VIVA

## From the Clinical Services Manager **Kevin Walker**



Vivability continues to offer Physiotherapy services to individuals with a range of support requirements. Services offered have included mobility, manual handling, motor development, gait training, positioning, exercise programs, hydrotherapy and equipment prescription. With the introduction of the NDIS and requirements around accommodation services, assessments for accommodation suitability have also increased in the past 12 months.

### **Service Delivery**

During the past financial year, there has been a significant focus on delivery of service to NDIS participants. This has seen an increase in demand for physiotherapy, with different service requirements, including:

- Implementation of exercise programs in people's homes, schools or in the community with support of informal or formal care supports.
- Providing assistive technology assessments and supporting the purchase of assistive technology devices to support clients' goals.
- Hydrotherapy assessments through Carenne School have continued throughout 2017/18, largely provided under NDIS funding.
- Hydrotherapy assessments and programs implemented within the community and carried out at Bathurst Aquatic Centre.
- Increase in the range of clients accessing Physiotherapy services, particularly with increased demand for Acquired Brain Injury assistance and Early Intervention supports.
- Continued diversity in the type of physiotherapy supports required, from one-off assessments to ongoing intervention with support of family and carers.

### **Community Links**

Physiotherapy referrals have been received from a number of avenues including:

- The Benevolent Society
- Glenray Industries
- Carenne School
- LiveBetter Community Services
- Individual carers/guardians
- Bathurst Early Childhood Intervention Service (BECIS)

Providing assessment and interventions to clients in a range of environments, including:

- In-home assessment and intervention
- Glenray Lifestyle & Learning
- Glenray Group Homes
- LiveBetter Group Homes
- Mercy Connect Orange
- Accessible Living Options (ALO)
- Carenne School
- Bathurst Aquatic Centre
- D2F Gym
- Mitchell Early Learning Centre

### **Professional Development**

Beneficial professional development opportunities were attended this year which included:

- A range of NDIS forum and workshops for therapists and managers regarding the rollout of the scheme.
- Management and Leadership training courses completed with "The Persuader", Steve Semmens.
- Ongoing reviews of journal articles for maintenance of evidence-based practices within Physiotherapy intervention.



### Statistical Snapshot

Total number of individual clients seen from July 2017 – June 2018: 43

Funding sources for clients seen:

- NDIS
- Fee for Service (NSW Government)
- Better Start Initiative (Early Intervention)
- Private funding

In kind partnership with Carenne School for hydrotherapy assessments which resulted in additional NDIS client referrals.

### Future Planning & Goals

- Expansion of Clinical Services within the organisation to ensure upskilling and continued professional improvement for all Vivability staff.
- We will look to continue improvements to systems used throughout the organisation to ensure administration efficiency for all staff and managers.
- Identification of additional training opportunities to be a priority to ensure maintenance of high quality specialist services.

**During the past financial year, there has been a significant focus on delivery of service to NDIS participants.**



## From the Behaviour Support Specialist **Rebecca Sams**



Vivability expanded our Clinical Services in January 2018 to include Behaviour Support. Charlie Biddle and I were delighted to join the energetic and dedicated team of staff at Vivability. Both Charlie and I have had extensive experience in providing Behaviour Support to clients, families and organisations across the Central West.

The Behaviour Support Service provided by Vivability applies a person-centred approach to the development of support strategies. We focus on the client's strengths and look for ways to build on these strengths to increase the client skills and abilities.

A Behaviour Support Plan can be straight-forward if the behaviour is well understood but requires a consistent approach and strategies.

If the person's behaviour is more complex the behaviour support plan will require a more comprehensive planning approach. To do this we conduct a Functional Behaviour Assessment which consists of direct observation, periodic data collection, file reviews, and consultation with other people in the person's life. We consult with their family, carers, and any allied health professionals who may be involved, all of which helps us to formulate a hypothesis as to why a person displays the behaviour of concern.

Our services include providing training to staff and families on the implementation of the plan and to provide regular mentoring and monitoring support.

It has been a busy year, over the past 12 months we have provided behaviour support plans for children and adults with a range of complex needs. We have worked with individual clients to teach them skills to develop Protective Behaviours, and we are working towards providing this service to clients as a group in the coming 12 months.

Throughout the year Charlie has provided training to many of the staff at Vivability. He has worked with different teams of staff across our service areas to develop their understanding and skills in implementing Positive Behaviour Support, Data Collection, Restricted Practices, and Managing Actual and Potential Aggression.

In July 2018 The NDIS Quality and Safeguards Commission commenced its role as the independent agency established to improve the quality and safety of the NDIS supports and services. One of their functions is to monitor the use of Restricted Practices. We have prepared our policies and procedures to reflect those changes and supported staff and management to ensure they are aware of the new requirements and the processes necessary to comply with those changes.

We are looking forward to continuing to develop quality behaviour support plans for the clients and staff we support within our organisation and in the broader community.

**Our services include providing training to staff and families on the implementation of the plan and to provide regular mentoring and monitoring support.**



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